

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. After 10 years as working as an agent of 5 major cellular providers, I KNOW just how truly awful cellular billing is and how much simplification could help.

On average, I spent 15 hours out of every work week explaining cellular bills and correcting errors that were made.

It is time for the FCC to do something that is PRO consumer for a change. Cell bills are fraught with hidden charges and incomplete explanations of charges. The bills CAN be simplified (ask Suncom about this) and it's time for the FCC to stand up and do what is right.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Pat Berk